

CIA Act

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(U) Privacy Act Internal Business Procedure

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(U) This is a set of guidelines for processing a Privacy Act (PA) case. As business procedure evolves, changes can be made that can easily be referenced by case managers. New employees will find this helpful as a training tool. Italics indicate steps within CADRE.

Contents

- 1 (U//AIUO) Case Opening and Initial Review
 - 1.1 Requester Correspondence
- 2 Quick Checks
- 3 Case Tasking and Review
- 4 Coordinations and Referrals from Other Government Agencies
- 5 Privacy Act Glomar
- 6 Finalizing Cases
- 7 Example Correspondence
- 8 Links

(U//AIUO) Case Opening and Initial Review

These initial steps are typically done by the admin assistant.

- Read incoming letter from requester.
- Do a profile history on the requester to see if there were any previous requests. If yes, do a search to determine what occurred in earlier requests. Print out a copy of the history for the requester folder.
 - If there was a previous search done, we will offer to do only an updated search. If, however, the earlier search is too old and there are no records in CADRE, we usually do a complete search.

1. *The case is opened in CADRE and placed in the Initial Review folder.*

Requester Correspondence

At this point, the case is given to the Case Manager, who reads in the incoming correspondence to determine if all biographical information is present and what action should next be taken.

2. *Case is moved to Case Analysis*

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28-Feb-2014 3/25/2010 7:05 AM

- (U) If requester failed to supply all necessary biographic information an SPR (Suspending Pending Response) letter is sent out. The requester has 45 days to respond to the SPR.

(b)(3)
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B. Case is moved to Requester Pending

Quick Checks

- (U//~~FOUO~~) When all required biographic information is supplied and the request is duly signed under penalty of perjury or notarized,

(b)(3)

4. Add letter using Letter Generator, then forward to Case QA. It will be proofread in Case QA than forwarded through Senior Review to Mail Release.

National
Security
Act

then an acceptance letter is mailed to the requester, and the case is then tasked out to the applicable components and/or directorates.

(b)(3)

Case Tasking and Review

Assuming all required biographical is present, and an acceptance letter written, the case is ready to be tasked.

5. The case should be in Generate Tasking, as this is the point where taskings are created.

- DS component offices are either tasked via email or are searched directly by the PAB admin assistant. NCS is tasked within CADRE. At this point, other directorates are generally not tasked, unless there is a strong indication that there may be records located in their holdings.

6. Once search results are returned, the documents are scanned into CADRE and case is moved to Review Responses.

- Documents are merged, if necessary.

(U//~~FOUO~~) The vast majority of responsive documents in Privacy Act requests come from the DS, specifically from HR [redacted] - typically Official Personal Files (OPF), Security - background investigations, and OMS. Once these documents are received in PAB, they are reviewed and redacted by PAB case managers. DS/IROs are consulted if there are complex issues.

(b)(3)

- Security documents are redacted by hand before being returned to PAB, those redactions are then done within CADRE by the DS/IRO admin.
- If other directorate equities are located, documents are tasked for review to those directorates

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RELEASE DATE:
28-Feb-2014 3/25/2010 7:05 AM

CIA Act

(b)(3)

cia

- Depending on scope of equities and which directorate, tasking may be informal and in person and noted in the comments of the case, otherwise a tasking is created within CADRE.

Coordinations and Referrals from Other Government Agencies

(U) When a request is sent over from another agency, it follows a somewhat abbreviated process, due to the fact that there is no need for a search and it is likely that most of the review of the documents be performed by the PAB case managers without being tasked out to another directorate.

(U) Case managers receive the case with all the correspondence and documents scanned into the case and push it through to either Generate Tasking or Review Responses (work can be done in either). They then review the documents and if other directorates equities are located, the document(s) are then tasked out for review. Otherwise, the documents are treated, the response letter(s) are written and the case is prepared for final.

National
Security Act (b)(3)

Privacy Act Glomar

(U//FOUO) A Privacy Act Glomar allows the CIA to neither confirm nor deny any covert affiliations individuals may have with the Agency. Typically, for former employees, a split Glomar acceptance letter is sent stating that any part of a request regarding a covert relationship that individual may have had with the Agency will be denied pursuant to FOIA (b)(1) and (b)(3) but that we will search for any records which may concern an open affiliation. (Exact wording is found in example docs listed, although this type of acceptance letter is not currently being used.) See also Glomar Policy.

Finalizing Cases

- After documents are merged and otherwise redacted, ensure that redactions are correct and consistent. Cross through any classification markings, and stamp as ready for approval.

- Compose final response.

7. Case is pushed through to Product Generation. After documents are burned, retrieve in Burn QC.

- Approve documents if they are correct, if not fail documents and send back to Issue Resolution reprocessing them as necessary.

- Print all burned, releasable documents and prepare them for mailing (insert tabs, exemption enclosure, etc).

8. Forward to Case QA and give file to C/PAB for final review.

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28-Feb-2014 3/25/2010 7:05 AM

Example Correspondence

Although CADRE has templates for basic correspondence, there are many variations and other types of letters which PAB issues. Below is a list of example letters that are not currently found in the CADRE templates, referenced by the case number they can be found in. Most of these are found within the [redacted] sharedrive folder, but all can be accessed in CADRE.

(b)(3)

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Common Privacy Act Letters

Type of Letter	Case Number
ACC - attorney	
CAN - previously answered	
SPR - specific documents	
SPR - citizenship status	
SPR - signature	
SPR - naturalization # and date	
SPR - POB & cit statement	
SPR - POB	
NRL - updated search (no acceptance)	
NRL - no acceptance	
NRL - additional info provided, no acceptance	
NRL - additional info provided - attorney	
Dual FOIA/PA language	
OGA Coord/Ref with Tab language	

(b)(6)

Links

Executive Order 12958

Freedom of Information Act (FOIA)

Privacy Act (PA)

Publications Review Board (PRB)

Public Information Programs Division (PIPD)

Retrieved from [redacted]

Category: PIPD Business Practices

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